

# BETTER PEOPLE, STRONGER SYSTEMS IS MORE THAN JUST A SLOGAN



## Quantum Services

BETTER PEOPLE **STRONGER SYSTEMS**



### The Client

Wesco is a family owned chain of 50+ convenience stores headquartered in Muskegon, MI that has been in operation for over 60 years. Recognizing that the convenience store business is one in which exceptional customer service is a “must have,” they make customer service a core value. For four years running, they have been selected by the Michigan Business & Professional Association as one of, “West Michigan’s 101 Best and Brightest Companies to Work For.”



### The Challenge

When they initially made the decision to switch from internal to external audits, the Wesco team had interviewed several companies (including Quantum Services) opting to work with a low cost large industry player with a substantial regional presence in Western Michigan. While the firm that was hired (technically) delivered as promised, it became apparent that they did not have the type of customer service culture that Wesco expects.



### The Solution

The solution can be summed up in two words: **Quantum Services**. Not only are Quantum’s auditors better trained and more professional than the other firm’s, the management has a “can do” hands on attitude that resonates better with Wesco’s internal culture.

“We had been really impressed with the Quantum sales presentation initially,” said Wesco CFO, Lauren Wackernagel “ We really liked Bill when he came out. He won initially on the sales presentation, but he didn’t win on price.”

Better service over cost soon won out, however. Wesco began transitioning audits to Quantum in small batches and it wasn’t long before Quantum had taken over for the other audit service entirely.



### The Results

Thus far, the team at Wesco has been very happy with their decision to move to Quantum.

“The biggest thing for us is attitude,” Wackernagel said. “Bill and Nora have a very professional attitude and provide excellent customer service. That is what we expect from our providers. We are in a customer service business. We provide customer service 24/7. We need a company that can understand us and work with us on that type of thing. Quantum does that.”

“The hands on attitude of the management is really the key that sets them apart,” she said. “For instance one of their upper managers came out and was able to identify a process that wasn’t being done properly. He reinforced the

“The hands on attitude of the management is really the key that sets them apart.”

**WESCO**

## “Getting the management team out in the field and bringing their experience back to all of us is really valuable.”

need for that process both to us and to his own team. On that same occasion, he came in and did a presentation to our staff on shrink control. Getting the management team out in the field and bringing their experience back to all of us is really valuable.”

As for the audit personnel, themselves, she finds that with Quantum they are better trained and more professional than she had experienced with the previous service.

“(Unlike the other firm) Quantum Services does have a formal training program,” Wackernagel said. “A professional attitude and appearance is important to them and to us. They’ve provided value beyond just the counts. They also dress better and have a more professional attitude than the previous service we used.”

